

Service: Laser Print Services

Service Line: Data Center Services

Status: In Production

General Description: The Data Center Print Facility provides customers with various options for turning computer-generated information into high-quality printed documents. State-of-the-art printed documents are produced using high-speed, cut-sheet laser printers that enable flexible designs and formats. Jobs are submitted by customers, processed in a JES2 environment and transmitted for printing.

Using a sophisticated computerized tracking system, checks and forms are printed following established security procedures and processed on folder/sealers. All printed items are placed in boxes or mail trays, documented and distributed to the proper area for either client pickup or pickup by DOAS courier for delivery to the client.

Service Level Targets:

98% on-time delivery of print jobs.

Availability:

- Available to state agencies
- Operational 24 hours a day, 7 days a week.

Limitations: N/A

Prerequisites: Information to be printed must be created by jobs run using one of the following GTA environments: IBM OEP, Unix OEP or Unisys OEP

Pricing / Charges: rates for fiscal year 2006 and 2007 and for fiscal year 2008 budgeting are:

- Laser checks: 8.25 cents per document
- Laser printing: 4.5 cents per image

Service Components or Product Features Included in Base Price:

- Laser printing of checks
- Fold/seal processing for all checks printed
- Laser printing of special forms
- Folder/seal processing for all pressure-sealed forms
- Laser printing of reports printed simplex or duplex, landscape or portrait on undrilled, drilled or legal size paper.

Options Available for an Additional Charge: N/A

Service Components or Product Features Not Included: Mailing services

What GTA Provides:

- Printers
- Fold/seal equipment
- Professional staff

What the Customer Provides:

- Pickup and receipt of printed documents
- Batch jobs to create the information to be printed

Service Support:

Customers of GTA print services are provided with basic telephone support 24 hours a day, 365 days a year.

1. **Telephone Support:** GTA agrees to provide its Print Services customers support by telephone at (404) 463-1030, (404) 463-1031 and (404) 463-1032.
2. **Resolution:** GTA will use reasonable efforts to resolve customer concerns that are within the control of Print Services.

Service Issue Escalation: Customers should call the shift supervisor.

Benefits / Advantages: Print Services gives the customer the option of outsourcing printing needs.

How to Start this Service: Contact the GTA Office of Marketing Solutions at gtasolutionsmrktg@gtga.ga.gov or (404) 651-6964 to be put in touch with your GTA Account Manager.

Related Services and Products: N/A

Other Information: N/A

Terms and Definitions: N/A